

Compare “Value-Added” or Extra Services Offered by STAR+PLUS Medical Plans in the Medicaid Rural Service Area – Northeast



(Anderson, Angelina, Bowie, Camp, Cass, Cherokee, Cooke, Delta, Fannin, Franklin, Grayson, Gregg, Harrison, Henderson, Hopkins, Houston, Lamar, Marion, Montague, Morris, Nacogdoches, Panola, Rains, Red River, Rusk, Sabine, San Augustine, Shelby, Smith, Titus, Trinity, Upshur, Van Zandt, and Wood counties)

STAR+PLUS Program Services for Dual Eligible Members in Nursing Facilities

STAR+PLUS medical plans in your area offer extra services.

Use this chart to compare the extra services each plan offers its members. If you have questions about a plan’s extra services, call the number under that plan’s name.

A “blank” under a plan’s name means that the plan does not offer the service listed.

	Cigna-HealthSpring	UnitedHealthcare Community Plan
For questions or doctor information:	877-653-0327	888-887-9003
TTY line for people with a hearing or speech disability:	711	711
Health Plan Website:	https://starplus.cigna.com	www.uhccommunityplan.com

Value-added Services	Cigna-HealthSpring	UnitedHealthcare Community Plan
Extra Help with Getting a Ride	Members transitioning to the community to their own home or a family/friends home from a Nursing Facility who are Ambulatory, and Self-Directed, will qualify to receive access to non-medical transportation through VAS.	
Temporary Phone Help	Members who are enrolled in the Federal Lifeline free Smart Phone program will receive free outbound calls to the Cigna Member Services phone number that will not count toward monthly minute allotment.	
Gift Programs		<ul style="list-style-type: none"> Active members will receive a welcome kit upon admission to an in-network facility. Receive adult activity books: word search, crossword puzzle, Sudoku, coloring and colored pencils. Personal blanket for lap or bed.